

WI

April 24, 2003

SEARCHED & INDEXED
MAY 02 2003
U.S. MAIL 2003

Commissioner Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone

Consumer Protection Act of 1991

I work for Teleperformance USA Beloit WI 53511
I am a telephone sales representation, and have
been employed there for 12 years. We mostly offer
insurance related products to our customers, some
of which have no coverage and really appreciate
what we have to offer. I enjoy my job very much,
and have spoken to many interesting and pleasant
people over the years. My job is very important to
me, I am recently divorced and am desperately trying
to pay my bills, buy groceries, keep my house.
If I lose my job I will lose everything that I
have worked so hard for. The unemployment
rate is already very high in our area, and jobs are
not easy to find. If our company were to shut
down it would only increase the unemploy-
ment rate in the community and it would affect many
people.

Page two:

I oppose having a National DNC list. I feel that smaller localized lists would be adequate. They are already available to the public. I do support the American Telemarketing Association proposed modifications to the FTC rules, and Teleperformance USA's rules. Our company is very strict and does enforce these rules.

Thank you for your full consideration on this topic.

Kathleen L Day
1135 Deerfield Dr
Beloit, WI 53511

4-24-03

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., SW
Washington D.C. 20554

RECEIVED & INDEXED

Ref: CG Docket No. 02-278

MAY 02 2003

FCC MAIL ROOM

To whom it may concern:

my name is Louise Shaw & I work at Teleperformance USA which is located in Beloit, WI. I have been employed as a telephone sales representative (TSR) for almost two years now. I am very concerned with the well-being of my family as well as the security of my job since the new telemarketing laws that have been passed since April 1st 2003. I have watched three quarters of my fellow co-workers laid off from work. The rest of us are just praying to the dear Lord above that our jobs are still there for us tomorrow when we return to work. I am a mother of three small children all aging from two through ten. my husband is currently unemployed due to a lay-off at a job

he has been at for twelve years now. I am the only one supporting my fam at this point in time. I need my job! I have been searching for my "knack in life" for many years, & I believe that I have found that knack in telemarketing. I am very good at what I do. Just when I find my knack, people start changing things. This, I can deal with, because I am young enough to change professions and learn a new trade but what about those who are telemarketers because their social security benefits just don't pay the bills anymore. What are they to do? I can't imagine losing my job! Especially not in these days & times. The economy is horrible & has been since September 11th. I have watched numerous friends & relatives (this includes my husband) struggle to find work. For my children's sake, I can not afford to lose my job! I strongly oppose the National do not call list & restrictions. There are alternative routes that people can take, beside eliminating telemarketing as a whole. Hundreds of thousands

of yobs are at state here! People
need to start putting faces to the
"annoying people who call you
during dinner". We have families
to care for too! Thank-you for
taking time to hear me today. It is
greatly appreciated. May God bless
you!

Sincerely,
Louise Shaw
Louise Shaw

1360 Grant St.
Beloit, WI
53511

4-24-03

JENNER & INSPECTION

MAY 02 2003

Commissioner Secretary

Office of the Secretary

Federal Communications Commission

445 12th Street, SW

Washington, D.C. 20554

FCC-MAIL DOCKET

CG DOCKET 02-278

To whom it may concern:

My name is Sherry Dobson-Miranda, I work for Market USA in Beloit, Wisconsin. My job title is a TSR. I enjoy my job very much. This is my first time working in this profession. I think of my co-workers as family. My job to me is very important. It is close to my residence and my children's school. I couldn't find a better job, the hours are perfect. I am there in the morning and in the afternoon. And with the extra money that I bring in helps out my families finances. A lot of the people I talk to are very interested in the service that I am selling. Especially the elderly who are lonely and that one call may brighten a very gloomy day. I am against the National DNC list and restrictions on predictive dialers. I fully support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Sincerely,

Sherry Dobson-Miranda
838 Froebel Dr.
Beloit, WI. 53511

H-24-03

LEVELED & INSPECTED

Commission's Secretary
Office of The Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

MAY 02 2003

FCC - MAIL ROOM

To whom it may concern,

My name is Megan Decker and I am a employed by Teleperformance U.S.A. in Beloit wi. I am a TSR and have been employed for over six years.

My job offers a service to the Community and offers a variety of services to the customers we call for. I believe the Services we offer can be a value to our clients.

My job is very important to me. Since I have health issues and cannot be on my feet. My family depends on my income to help support us.

If I lose my job it will be very difficult for me to find another sit down job that offers the convenience that when I'm in pain, that I can still do my job.

I strongly oppose the National DNC list and restrictions on Predictive

dialers this will surely put our do.
out of business and other Telemarketing
do. And this will affect many employee's
just like me.

Thankyou for your full consideration
on this Topic.

Sincerely,

Megan K. Decker
12154 Love Rd.
Rosco, IL 61073

April 24, 2003

RECEIVED & INSPECTED

MAY 02 2003

Commissioner Secretary 722 MAIL ROOM
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C., 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

To whom it may concern:

My name is Angelabamis and I work
for Teleperformance USA, located in
Beloit, Wisconsin. I work as a Telephone
Sales Representative (TSR) for the
company. My job is somewhat
stressful, none the less I though
enjoy it. The products and benefits the
we offer are helpful and beneficial
programs that actually are designed
to be helpful to our customers, not to
trick them or rip them off (as many
seem to think). In this job, I've
learned to take what people say with
a grain of salt. The way I look at
it, most people are polite and
understand that this is my job, hi-

the ones that do get upset, I wish they would just stop and think the getting worked up over a phone call. A simple, harmless 2 minute phone call.

I feel that my job is very important, not just to myself but to our customers. I am a 20 year old college student who works full-time and goes to school full-time. My money and time is few and far between. My work is very understand with my school schedule and this job's hours makes it possible for me to go to school. If I were to lose this job, I would not only lose my money but possibly my opportunity to go to school. I've been employed for almost 2 years with this company and it's been a wonderful experience. I love my job and contrary to what people may believe, we're not stupid horrible people. What we are, are people who work to make a living to support ourselves and our families just like everybody else.

I strongly oppose the National Do Not Solicit List and other restriction on Predictive Dialers. However, I do

Support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your time and attention in listening to my concerns. Thank you for your full consideration on this topic.

Sincerely,

Angela Davis, TSR
1326 Hackett Street
Beloit, WI 53511

4-24-03

MAY 02 2003

Commissioner Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

FCC-MAIL ROOM

Re: CG Docket No. 02-278

Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

Teleperformance USA located in Beloit WI. has been my place of employment for going on 4 yrs now. My job title is TSR - telemarketing sales representative. I have had some bad times in my life and working as a TSR ~~and~~ has changed my life for the better in more ways than one. I am a single parent trying to raise my children on my own with no child support. I enjoy working as a TSR offering services to consumers that they may not be aware of. I am good at communicating with people. If consumers do not want to be bothered by telemarketers they can always request to be placed on the Do Not Call list.

The products and services that we offer consumers does in no way shape or form harm them in anyway. They benefit from the services we offer.

My job as a TSR is very important to me and my family. My job provides me and my family with food, clothing and other necessities that we may need. As a single mother, there is not many other opportunities in the work force.

I oppose the National DNC list and restrictions on Predictive Dialers. But I very much support Teleperformance USA and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic.

Roseann Samuel
310 Locust
Beloit, WI
53511

4-24-2003

SEARCHED & INSPECTED

MAY 02 2003

FCC MAIL ROOM

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone
Consumer Protection Act of 1991

My name is Tracie Gaddy and I am employed at Teleperformance USA in Beloit, Wisconsin, a call center. I am lead trainer at Teleperformance USA and have been employed there 12 years. I enjoy my position very much and of proud of the people I have trained to do their job correctly.

The products we offer to our customers are a valuable asset to them. We offer insurance and discount saving programs that are useful in every household.

Without Teleperformance USA I would certainly be in a bad situation. The community I live in doesn't offer many opportunities for career growth. I need my job here so I can support my financial needs. Other employees I work with have children. They proudly come to work here to support themselves and their families.

I oppose the National DNC list and restrictions on predictive dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Not only would the National DNC list affect a "COMPANY", it would affect the lives of individual families who do not have a lot of other employment opportunities. Please do NOT authorize a National Do-Not-Call Registry.

Thank you for your full consideration on this topic.

Tracie Gladney
1606 Ashland Ave.
Beloit, WI 53511

SEARCHED & INDEXED

Commissioner Secretary
Office of the Secretary
Federal Communications
445 12th Street, S.W.
Washington D.C. 20554

MAY 02 2003

FCC-MAIL ROOM

Re: FCC Docket No. 02-278

Rules and Regulations Implementing the
Telephone Consumer Protection Act of 1991

My name is Samara Hifford and I
am currently employed as a Telephone
Sales Representative by TelePerformance
USA, located in Beloit WI. I have been
employed by this organization for over
eight months.

I am concerned about the decision facing
the FCC regarding telemarketing laws
and the potentially devastating effect
this decision would have on both the
telemarketing industry and myself as
an individual.

I strongly urge the FCC to maintain its
current position and to continue to

reject the idea of a National do-not-call list. Instead, I suggest we maintain the company-specific do-not-call list that are currently in use. This practice would further facilitate company accountability with respect to TCPA laws in effect.

Our company firmly adheres to the policies set forth. We offer legitimate products and services to our customers. We offer them clear, concise information regarding the product/services we offer in a truthful manner. We have a company-specific policy in effect for customers who wish to have their names removed from our calling list. And we respect their wishes.

If the FCC were to deter from its current position, the effects would be drastic. Millions of people would be out of work. Our economy, already suffering, would be dramatically affected. Our welfare and unemployment cost would skyrocket. I am a

single parent providing for three children, one of who is in college. Many of my co-workers are also single parents or contributors to a household. In our community alone, our unemployment rate would increase from 4% to 8%, a factor our community could not afford. We would lose thousands of dollars spent back into our marketplace.

Therefore, I respectfully oppose the National Do not call list and restrictions and I support Teleperformance USA's and the ATA's proposed modifications to the FTC rules.

Thank you for your time,

Tamara Wofford
102 8th St.
Beloit, WI 53511

April 24, 2003

4-24-03

RECEIVED & INDEXED

MAY 02 2003

FCC-MAIL-FOC

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

Ref: ~~①~~ C&D Docket No. 02-278
Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

I work in Beloit WI. At a call center. I am a TSR and I feel very good about my job. The serv. that we provide to mortage holders are very useful to them and if they wish not to accept them the choice is totally up to them. My job is very important to me because it help me provide for my family, I'm a single parent and the hours I work are perfect for my kids when there at school I'm working. Being able to get them off the bus is perfect for me. The job industry is not that well right now so there will be so many unemployed people in the community if this occurs. If I was to lose my job me and my kids would loose everything because unemployment can not pay enough for us to even pay rent & car note monthly so we would probably end up homeless like many ~~& other~~ single families. ~~_____~~

I strongly oppose the Multinational Directive and
restrictions on Predictive Dialers and ~~the~~ strongly
support Independent USAs and the American
Electrical Association's proposed modifications to
the FCC rules.

Shaniqua White
2134 7th St #44
Rockford IL 61104

will be service, Since I do contribute to the family
it's time to use my job the impact in my family
because it's degree.

my job is important to the will being of my family
company is one of them.
because it's personal the family to spend quality
time with my husband and children and our my
why job is important to the will being of my family
company is one of them.

the customer may have. We also provide a full fire
alarm system which include the circuit board. We also
have alarm and detect. We present the products that
we sell through direct history, we will discuss why using
alarm companies and what services that the
number they can help us.

My name is Lorraine Boulder, and I work for Teleperipherals.
In Re: CG Document No. 00-078
Rules and Regulations Implementing the TCPA Act of 1991.
Office of the Secretary
OCC-MAILING
MAY 02 2003
Lorraine's Secretary
SERIAL NUMBER

4.04.03

income. Not only am I putting myself through college but also contribute to my son's college education.

We are not just a voice on the phone, but hardworking law abiding citizens, that simply want to continue to provide a living for our families.

This is why I oppose the National DNC list and other restrictions. And support Teleperformance USA, and the ATA's proposed modifications to the FTC rules.

Sincerely,

Corvette (Bauder)

548 Moore St

Beloit WI 53511

April 24, 2003

RECEIVED & INSPECTED

MAY 02 2003

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington D.C. 20554

FCC MAIL ROOM

Ref: C G Docket No. 02-278

Rules & Regulations Implementing the
Telephone Consumer Protection Act of 1991

I work at Teleperformance USA, located in Beloit, Wisconsin. I was transferred here from the Laves Park facility, which was closed down & put approximately 160 people out of a job. I now drive 45 minutes to work & go through a battle everyday trying to keep and maintain my job. Every day the I leave here, I don't know if the next day I'll have a job. I have been with this company for almost 2 years. About 6 months after being here I took the Illinois Insurance license test and now my job title is an Agent. I love my job; this is the longest I have been employed for one employer. Even though it is an easy, laid-back

job, it comes with some stresses. First, we have to sell and if we don't sell then we lose work and then we get laid-off. Second, the people on the other end are very rude & don't think about the consideration of others. All that we are trying to do is make a living & and survive in our society just like they are, it is just easier for some than others. People tell us to get a job, well we do have a job and in our job we have to listen to people degrade us & dozen-ta us for what we are doing, OUR JOB! People need to understand that we are only surviving and providing for our families and if we are out of a job then will have to explain to our kids that they can't have what the other kids have because people fought to get rid of all jobs. All together. It is really hard to get a job right now and I could not see myself NOT working. I oppose the National DNC list & restrictions on Predictive Dialers because that will make our call volume even lower than it is now. Teleperformance USA & the America Telemarketing Associations have re-designed the rules to accomodate so others. Can someone accomodate to us? We are not

asking for much but to keep our jobs.
We need to survive just like you, the
people on the phone, & everyone else. Our
phone calls don't last longer than 2 min
and if you don't want to here us then
politely ask to be removed from our
list, and we would gladly do that.
We are not asking for much but for some
respect & consideration of our jobs.
Thank you for your full consideration
on this topic,

Kristin E. Bergstrom
1405 N. Main St. Apt #11
Rockford, IL 61103